



Australian Government

National Archives of Australia

Records Authority
Repatriation Commission

Job no 2007/00032716

12 December 2007

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INTRODUCTION

The Repatriation Commission and the National Archives of Australia have developed this Records Authority to set out the requirements for the retention or destruction of records for the key functions of the agency. It represents a significant commitment on behalf of the Repatriation Commission to understand, create and manage the records of its activities.

This Authority uses a classification scheme based on an analysis of the business of the agency. It takes into account the Repatriation Commission's legal and organisational recordkeeping requirements, and the interests of stakeholders of both the Repatriation Commission and the National Archives. It provides a framework that may be used as a guide when creating and managing records that document these functions.

This Authority gives the Repatriation Commission the permission, required under the Archives Act, for the disposal of the records described. The Authority sets out those records that need to be retained as national archives and the minimum length of time that other classes of records need to be kept. Retention periods are based on an assessment of business needs, broader organisational accountability requirements and community expectations.

The Repatriation Commission can use the following tools to dispose of their records:

- this Records Authority covering the Repatriation Commission's agency specific records,
- general disposal authorities, such as the Administrative Functions Disposal Authority (AFDA), that covers functions and records common to every Commonwealth agency; and
- normal administrative practice (NAP) which allows for the destruction of records where the records are duplicated, unimportant or for short-term use only.

As changes in circumstances may affect future recordkeeping requirements, the periodic review of this Authority is recommended. All amendments must be approved by the National Archives.

Advice on using this Authority and other recordkeeping matters is available from the National Archives' website at www.naa.gov.au or by contacting the Agency Service Centre at recordkeeping@naa.gov.au or (02) 6212 3610.

APPLICATION OF THIS AUTHORITY

1. This Authority applies to core business records of the Repatriation Commission. It should be used in conjunction with the following Records Authorities which also apply to core business records of the Repatriation Commission:

- Repatriation Commission - Benefits function Records Authority, Job No. 2004/336830
- Repatriation Commission & Department of Veterans' Affairs - Veterans' Affairs (Boer War) function and Benefits function Records Authority, Job No. 2007/00404051.

These Records Authorities supersede previous Records Authorities issued to the Repatriation Commission. Previously issued Records Authorities should not be used to sentence core business records, except where there is a gap in disposal coverage in the above Records Authorities and it is appropriate to apply previously issued Records Authorities.

2. This Authority should be used in conjunction with the Administrative Functions Disposal Authority (AFDA) issued by the National Archives to cover administrative records common to most Commonwealth agencies.

3. This Authority should be used in conjunction with general disposal authorities issued by the National Archives that cover other types of records that may be created by the Repatriation Commission such as encrypted records and source records that have been copied.

4. This Authority is to be used to sentence records. Sentencing involves the examination of records in order to identify the individual disposal class to which they belong. This process enables sentencers to determine the appropriate disposal action for the records. Advice on sentencing is available from the National Archives.

5. Where the method of recording information changes (for example from a manual system to an electronic system, or when information is migrated from one system to a new system) this Authority can still be used to sentence the records created, providing the records document the same function and activity. The information must be accessible for the period of time prescribed in this Authority. The Repatriation Commission will need to ensure that any software, hardware or documentation required to enable continuing access to the data is available for the periods prescribed.

6. In general, retention requirements indicate a minimum period for retention. The Repatriation Commission may extend minimum retention periods if it considers that there is an administrative need to do so. Where the Repatriation Commission believes that its accountability will be substantially compromised because a retention period or periods are not adequate, it should contact the National Archives for review of the retention period.

7. The Repatriation Commission may destroy certain records without formal authorisation as a normal administrative practice. This usually occurs where the records are duplicated, unimportant or for short-term use only. It does not replace the records disposal arrangements agreed to in authorities. Advice and guidance on destroying records as a normal administrative practice is available from the National Archives' website at www.naa.gov.au.

8. From time to time the National Archives places 'freezes' on the disposal of some groups of records, which places a moratorium on the destruction of these records. If you require further information about disposal freezes and whether they affect the application of this Authority, please contact the National Archives.

9. Records in the care of the Repatriation Commission should be appropriately stored and preserved. The Repatriation Commission needs to meet this obligation to ensure that the records remain authentic and accessible over time. Under section 31 of the Archives Act 1983, access arrangements are required for records that become available to the public after thirty years.

10. Appropriate arrangements should be made with the National Archives when records are to be transferred into custody. The National Archives accepts for transfer only those records designated as national archives.

11. Advice on how to use this Authority is available from the Repatriation Commission's records manager. If there are problems with the application of the authority that cannot be resolved, please contact the National Archives.

CONTACT INFORMATION

For assistance with this authority or for advice on other recordkeeping matters, please contact National Archives' Agency Service Centre.

Queen Victoria Terrace
Parkes ACT 2600
PO Box 7425
Canberra Mail Centre ACT 2610

Tel: (02) 6212 3610
Fax: (02) 6212 3989
Email: recordkeeping@naa.gov.au
Website: www.naa.gov.au

AUTHORISATION

RECORDS AUTHORITY

Person to whom notice of authorisation is given:

President of the Repatriation Commission
Repatriation Commission
Lovett Tower
13 Keltie Street
Phillip ACT 2606

Purpose:

AUTHORISES ARRANGEMENTS FOR THE DISPOSAL OF RECORDS IN ACCORDANCE WITH SECTION 24(2)(b) OF THE ARCHIVES ACT 1983

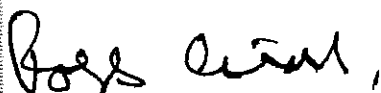
Application:

All records covered by the functions of Governance, Health Care and Support Services, Hospital Administration, Prosthetics Services. Excludes records relating to Veterans' Affairs (Boer War) and the Benefits function.

This authorisation applies to only the disposal of the records described on the authority in accordance with the disposal action specified on the authority. The authority will apply only if disposal takes place with the consent of the agency that is responsible at the time of disposal for the functions documented in the records concerned.

Authorising Officer

Date of issue:



12 December 2007

Ross Gibbs
Director-General
National Archives of Australia

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GOVERNANCE

The function of managing the administrative activities of the Repatriation Commission. Includes notification of appointments and terminations of Commissioners, remuneration, Commission meetings, and arrangement for Commissioners to travel on Commission business.

For activities relating to the strategic management of the organisation, including strategic planning, reporting and policy development, use AFDA STRATEGIC MANAGEMENT.

Arrangements

The activities involved in arranging for a journey or trip. Includes preparing travel itineraries, authorisations, entitlements etc. Also includes arrangements made for the delivery of equipment or goods and the usage made of facilities, vehicles, equipment and space.

Entry	Description of records	Disposal action
Class no. 16360	Records documenting arrangements for Commission members to undertake a journey or trip for Commission related reasons. Includes itineraries, programs and bookings.	Destroy 7 years after last action

Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

Entry	Description of records	Disposal action
Class no. 16361	Records documenting the delegation of power to a member of the Commission or the agency's staff. Includes records relating to the upkeep and revocation of delegations.	Destroy 7 years after delegation expires or is superseded

Commission Meetings

The activities associated with holding meetings in which the Commission members collectively exercise the powers or functions entrusted in them.

Entry	Description of records	Disposal action
Class no. 16362	Final version of minutes and supporting documents tabled at Commission meetings.	Retain as national archives
Class no. 16363	Working papers documenting the conduct and administration of Commission meetings. <ul style="list-style-type: none"> • agenda • notices of meetings • draft minutes. 	Destroy when reference ceases

GOVERNANCE

The function of managing the administrative activities of the Repatriation Commission. Includes notification of appointments and terminations of Commissioners, remuneration, Commission meetings, and arrangement for Commissioners to travel on Commission business.

For activities relating to the strategic management of the organisation, including strategic planning, reporting and policy development, use AFDA STRATEGIC MANAGEMENT.

Commission Membership

The activities associated with managing the composition of the Commission. Includes the notification of appointments and terminations of members.

For the remuneration of Commissioners use AFDA GOVERNANCE - Remuneration.

Entry	Description of records	Disposal action
Class no. 16364	Records documenting notices of appointment, removal or separation of Commission members. Includes: <ul style="list-style-type: none"> • copies of acceptance/rejection letters • notices of appointment, re-appointments and terminations • notices of temporary appointments • declarations of pecuniary interest • curriculum vitae. 	Retain as national archives

Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
Class no. 16365	Master set of the agency's manuals, handbooks and directives detailing procedures relating to the governance function.	Destroy when procedures are superseded
Class no. 16366	Records documenting the development of the agency's procedures relating to the governance function.	Destroy 1 year after promulgation of procedures

Remuneration

The activities associated with managing the payment of fees and allowances for services performed by appointed members of the Commission.

For the financial records associated with the payment process, use AFDA FINANCIAL MANAGEMENT - Payments.

Entry	Description of records	Disposal action
Class no. 16367	Records documenting the remuneration of members of the Commission.	Destroy 7 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Acquisition

The process of gaining ownership or use of property and other items or the provision of services required in the conduct of business through purchase or requisitions.

*For agreements and contracts with providers for the supply of goods or services, use **HEALTH CARE AND SUPPORT SERVICES - Agreements**.*

*For the management of contracted out services, use **HEALTH CARE AND SUPPORT SERVICES - Contracting-out**.*

*For the acquisition of health care and support goods and services through a tender process, use **HEALTH CARE AND SUPPORT SERVICES - Tendering**.*

*For the management of financial transactions to support acquisitions, use **AFDA FINANCIAL MANAGEMENT - Accounting**.*

*For payments made to support acquisitions, use **AFDA FINANCIAL MANAGEMENT - Payments**.*

Entry	Description of records	Disposal action
Class no. 16368	Records documenting the acquisition of products and services relating to the health care and support services function where there is no tender or contracting-out process. Includes: <ul style="list-style-type: none"> • formal requests for quotes • briefs • proposals • supporting documentation such as copies of qualifications • notifications • inspection reports • correspondence relating to the acquisition. 	Destroy 7 years after last action
Class no. 16369	Records documenting unsuccessful proposals to provide services relating to the health care and support services function.	Destroy 1 year after last action

HEALTH CARE AND SUPPORT SERVICES

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For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Addresses (presentations)

The activity of giving addresses for training, professional, community relations or sales purposes. Includes speeches and multi-media presentations.

*For provision of training and information programs to assist health care and service providers, use **HEALTH CARE AND SUPPORT SERVICES - Provider Education**.*

*For addresses by the Minister, Commissioners or senior agency staff at public events, use **AFDA COMMUNITY RELATIONS - Addresses (presentations)**.*

*For addresses by the Minister, Commissioners or senior agency staff at government occasions, use **AFDA GOVERNMENT RELATIONS - Addresses (presentations)**.*

Entry	Description of records	Disposal action
Class no. 16370	Final versions of addresses relating to the health care and support services function.	Destroy 2 years after last action
Class no. 16371	Working papers documenting the development of addresses relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • drafts • research papers. 	Destroy when reference ceases

Advice

The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.

*For legal advice, use **AFDA LEGAL SERVICES - Advice**.*

*For advice provided to the Minister, use **AFDA GOVERNMENT RELATIONS - Advice**.*

Entry	Description of records	Disposal action
Class no. 16372	Records documenting the provision of specialised medical advice to the agency on medical issues and procedures. Includes recommendations. Excludes medical advice to patients. <i>[For records documenting medical advice to patients, use HEALTH CARE AND SUPPORT SERVICES - Treatment (medical) or HEALTH CARE AND SUPPORT SERVICES - Treatment (hospital).]</i>	Destroy 10 years after last action
Class no. 16373	Records documenting the receipt and provision of advice on policies, procedures and requirements relating to the health care and support function. Excludes expert specialised medical advice.	Destroy 7 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Agency Liaison

The activities associated with maintaining regular general contact between the agency and other agencies, stakeholders and interest groups. Includes sharing information and discussions and co-operating on projects that are not joint ventures.

*For the management of agreements, use **HEALTH CARE AND SUPPORT SERVICES - Agreements**.*

Entry	Description of records	Disposal action
Class no. 16374	Records documenting agency liaison with stakeholders, interest groups and other national and international agencies responsible for the provision of health care and support services. Includes: <ul style="list-style-type: none"> • contact lists • meeting notes • exchanged information • routine correspondence. 	Destroy 7 years after last action.

Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

*For the management of contracts to provide goods and services by an external contractor, use **HEALTH CARE AND SUPPORT SERVICES - Contracting-out**.*

*For the management of agreements relating to joint ventures, use **HEALTH CARE AND SUPPORT SERVICES - Joint Ventures**.*

Entry	Description of records	Disposal action
Class no. 16375	Final versions of agreements with other agencies or organisations to provide services. Includes Memoranda of Understanding.	Destroy 7 years after expiry or other termination of agreement
Class no. 16376	Records documenting negotiations, establishment, maintenance and review of agreements.	Destroy 7 years after expiry or other termination of agreement

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Appeals (decisions)

The activities involved in the process of appeals against decisions by application to a higher authority.

Entry	Description of records	Disposal action
Class no. 16377	Records documenting appeals against determinations made by the agency relating to the health care and support services function such as appeals against decisions to reject local medical officer registrations. Includes: <ul style="list-style-type: none"> • appeal applications • information and evidence relevant to the appeal process • notification of outcomes. 	Destroy 7 years after last action

Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry	Description of records	Disposal action
Class no. 16378	Final versions of external and internal audit reports relating to the health care and support services function.	Destroy 7 years after last action
Class no. 16379	Records documenting the planning and conduct of internal and external audits relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • liaison with auditing body • minutes of meetings • notes taken at opening and exit interviews • draft reports • comments. 	Destroy 7 years after last action

Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

Entry	Description of records	Disposal action
Class no. 16380	Records documenting delegations of power to the agency's staff to authorise administrative action relating to the health care and support services function.	Destroy 7 years after delegation is revoked or superseded

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Authorisation - Continued

Entry	Description of records	Disposal action
Class no. 16381	Records documenting the authorisation for medical and allied health services such as approvals for footwear, orthotics, dental services, rehabilitation appliances, payment of privately incurred medical expenses and home care. Includes: <ul style="list-style-type: none"> • prior approval for medical treatment • rejected requests • occupational therapist or assessment reports • notifications to clients. 	Destroy 7 years after authorisation or rejection

Client Management

The activities associated with the management of clients receiving health care and support services from external providers.

Entry	Description of records	Disposal action
Class no. 16382	Records documenting the management of clients provided with health care and support services by providers. Includes: <ul style="list-style-type: none"> • applications for assistance • medical reports • assessment reports • requests for variations • referrals. 	Destroy 7 years after last action

*[For medical reports and associated documentation used to determine benefit entitlements, use **BENEFITS - Entitlement Determination**.]*

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use BENEFITS - Eligibility Determination.

For complaints or compliments regarding health and support services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Committees

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

Entry	Description of records	Disposal action
Class no. 16383	Records of internal ethics committees formed to consider matters supporting medical research associated with the health care and support services function. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents, such as research reports, briefing papers and discussion papers. 	Retain as national archives
Class no. 16384	Records of external committees, such as interdepartmental and steering committees, formed to consider matters relating to the health care and support services function where the agency provides secretariat service. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers. 	Destroy 7 years after committee ceases or is terminated
Class no. 16385	Records of internal committees, such as advisory or management committees, formed to consider matters relating to the health care and support services function, eg LMO Registration Committee. Excludes internal ethics committees. Includes: <ul style="list-style-type: none"> • documents establishing the committee • final versions of minutes • reports • recommendations • supporting documents such as briefing papers and discussion papers. 	Destroy 3 years after committee ceases or is terminated
Class no. 16386	Working papers documenting the conduct and administration of internal and external committees relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • agenda • notices of meeting • draft minutes. 	Destroy when reference ceases

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Complaints Handling

The process of handling complaints and disputes in relation to services or goods provided by the organisation or its agents. Includes the initial investigation of a complaint, the response and resolution.

*For resolution by higher authority, use **HEALTH CARE AND SUPPORT SERVICES - Appeals (decisions)**.*

Entry	Description of records	Disposal action
Class no. 16387	Records documenting the receipt, investigation and response to complaints relating to the health care and support services function.	Destroy 7 years after last action

Conferences

The activities involved in arranging or attending conferences held either by the organisation or by other organisations. Includes registrations, publicity and reports of participants etc.

Entry	Description of records	Disposal action
Class no. 16388	Unpublished proceedings, reports, speeches, and papers from agency conferences relating to the health care and support services function. Includes presentations by agency staff.	Destroy 5 years after last action
<i>[For the printing and publication of agency conference proceedings and reports, use AFDA PUBLICATION - Production.]</i>		
Class no. 16389	Records documenting the attendance of staff at conferences arranged by other organisations and relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • conference registration forms • copies of programs and proceedings • conference promotion material • participants' reports. 	Destroy 3 years after last action
Class no. 16390	Records documenting arrangements for agency conferences relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • program development • arrangements for speakers • promotional material • registrations • venue bookings • catering. 	Destroy 2 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Contracting-out

The activities involved in managing the performance of work or the provision of goods and services by an external contractor, vendor or consultant, or by using external bureau services. Includes outsourcing.

*For the establishment, negotiations, maintenance and review of agreements relating to the contracting-out process, use **HEALTH CARE AND SUPPORT SERVICES - Agreements**.*

Entry	Description of records	Disposal action
Class no. 16391	Records documenting contract management relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • minutes of meetings with stakeholders • site visit notes • response to contractor's enquires • notification of contractor's changes of details • performance, review, assessment and evaluation reports • correspondence with contractor about performance • advice regarding payments • referral of suspected fraud to relevant area. 	Destroy 7 years after completion or other termination of contract

*[For the registration of local medical officers and health providers, use **HEALTH CARE AND SUPPORT SERVICES - Registration**]*

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Cost Recovery

The activity of recovering monies owed to the organisation or recovering expenses incurred by the organisation. Includes recovering monies that have been overpaid or incorrectly paid.

For financial transactions supporting cost recovery activities, use AFDA FINANCIAL MANAGEMENT - Accounting and/or AFDA FINANCIAL MANAGEMENT - Payments.

Entry	Description of records	Disposal action
Class no. 16392	Records documenting the management of recovering a debt for the cost of medical treatment and associated services provided to a person for diseases, disability or condition and subject to a claim for compensation or damages from a third party. Includes: <ul style="list-style-type: none"> • notices • correspondence with insurance/compensation company, solicitors, veterans and other stakeholders • copies of itemised medical treatment and services • copies of legal documentation such as statements of claim and settlements of agreements. 	Destroy 1 year after death of client, or after debt is recovered from estate, or decision is taken to suspend action against estate to recover debt, whichever is later

Counselling and Guidance

The activities associated with providing and managing counselling and referral services to improve the quality of life of the veteran community.

For programs, such as lifestyle management programs, developed to assist veterans and their families, use HEALTH CARE AND SUPPORT SERVICES - Health Promotion.

For determining eligibility for benefits, use BENEFITS - Eligibility Determination.

Entry	Description of records	Disposal action
Class no. 16393	Client records documenting counselling and guidance services provided to veterans or their dependants or ex-partners.	Disposal not authorised
Class no. 16394	Records documenting debriefing reports produced at the completion of a series of group counselling sessions.	Destroy 7 years after last action
Class no. 16395	Records documenting administration of the counselling and guidance activities. Includes: <ul style="list-style-type: none"> • appointments • booking rooms • group session attendance lists. 	Destroy 2 years after last action

HEALTH CARE AND SUPPORT SERVICES

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For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Enquiries

The activities associated with handling requests for information about the organisation and its services by the general public, agency employees or another organisation.

Entry	Description of records	Disposal action
Class no. 16396	Records documenting the handling of enquiries relating to the health care and support services function.	Destroy 1 year after last action

Evaluation

The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes systems analysis and ongoing monitoring.

*For monitoring conditions of contracts, use **HEALTH CARE AND SUPPORT SERVICES - Contracting-out**.*

*For post implementation reviews, use **HEALTH CARE AND SUPPORT SERVICES - Reviewing**.*

Entry	Description of records	Disposal action
Class no. 16397	Records documenting the evaluation and ongoing monitoring of health care and support services products, programs, processes, services and systems. Includes: <ul style="list-style-type: none"> • evaluation criteria • draft and final version of survey/evaluation forms • results of survey • evaluation report and recommendations. 	Destroy 7 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use BENEFITS - Eligibility Determination.

For complaints or compliments regarding health and support services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Fee Schedules

The activities associated with developing, reviewing and implementing fee schedules for medical, hospital and ancillary services.

Entry	Description of records	Disposal action
Class no. 16398	Records documenting the development, review and implementation of fee schedules. Includes: <ul style="list-style-type: none"> • notification of review • submissions from stakeholders • analysis of submissions • proposed market rate and discount rate • recommendation report • determination • notification of decision • distribution list. 	Destroy 7 years after last action

Financial Assistance

The activities associated with assessing eligibility for and providing eligible persons with financial assistance.

Entry	Description of records	Disposal action
Class no. 16399	Records documenting the provision of financial assistance for specified out of pocket expenses for children of Vietnam veterans who have eligible medical conditions. Includes children who are registered in the Vietnam Veterans- Children Support Program.	Destroy 5 years after eligibility for the program ceases
Class no. 16400	Records documenting unsuccessful applications for financial assistance.	Destroy 2 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Grant Funding (Outwards)

The activity of providing grants.

*For the development and administration of programs or projects that provide grants to promote a healthy lifestyle, use **HEALTH CARE AND SUPPORT SERVICES - Health Promotion**.*

*For financial transactions supporting grant funding activities, use **AFDA FINANCIAL MANAGEMENT - Accounting and/or AFDA FINANCIAL MANAGEMENT - Payments**.*

*For the implementation and administration of programs and projects not designed to promote a healthy lifestyle, use **HEALTH CARE AND SUPPORT SERVICES - Program Management**.*

Entry	Description of records	Disposal action
Class no. 16401	Records documenting successful applications made to the agency for grants relating to the health care and support services function, such as grants for research into veteran health issues, grants to provide emergency accommodation for veterans and veteran and community grants for social community and health promotion. Includes: <ul style="list-style-type: none"> • applications • project proposals • acknowledgement letters • agreements • assessment records, including assessment matrix • recommendations • schedules • notification of decisions • presentation cheque if required • progress reports • acquittal reports. 	Destroy 7 years after last action
Class no. 16402	Records documenting unsuccessful applications made to the agency for grants relating to the health care and support services function, such as grants for research into veteran health issues, grants to provide emergency accommodation for veterans and veteran and community grants for social, community and health promotions. Includes: <ul style="list-style-type: none"> • applications • project proposals • acknowledgement letters • assessment records, including the assessment matrix • recommendations • notification of decisions. 	Destroy 2 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Health Promotion

The activities associated with developing and promoting health awareness and information programs and services to encourage the establishment and maintenance of healthy lifestyles.

*For the funding of programs provided by external organisations, use **HEALTH CARE AND SUPPORT SERVICES - Grant Funding (outwards)**.*

*For agreements with other agencies to deliver programs, use **HEALTH CARE AND SUPPORT SERVICES - Agreements**.*

*For the contract management of programs that are outsourced, use **HEALTH CARE AND SUPPORT SERVICES - Contracting-out**.*

Entry	Description of records	Disposal action
Class no. 16403	Records documenting the development, delivery and promotion of health awareness and information programs and services related to the health care and support services function. Includes: <ul style="list-style-type: none"> • consultations with stakeholders • profiles and contact details of program participants • research material • promotional and program material • distribution lists • schedules • education strategy • progress or periodic reports on the program. 	Destroy 5 years last action
Class no. 16404	Working papers documenting the development and promotion of programs. Includes drafts.	Destroy 2 years after last action

Joint Ventures

The activities involved in managing joint operations between departments, either within the organisation or with other organisations, or with the government, where there is a contract, joint contribution of funds and/or time. Also includes private sector ventures with public sector organisations, and co-research or collaboration between inter-departmental units, departments or organisations.

Entry	Description of records	Disposal action
Class no. 16405	Records documenting the management of joint ventures relating to the health care and support services function. Includes records relating to the establishment, maintenance and review of joint venture agreements and contracts.	Destroy 7 years after last action

*[For joint venture agreements and contracts, use **HEALTH CARE AND SUPPORT SERVICES - Agreements**.]*

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Meetings

The activities associated with ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to managing the section, department, or organisation as a whole. Includes arrangements, agenda, taking of minutes etc. Excludes committee meetings.

For agency liaison meetings, use HEALTH CARE AND SUPPORT SERVICES - Agency Liaison.

For contract management meetings, use HEALTH CARE AND SUPPORT SERVICES - Contracting-out.

For meetings relating to the management of projects and programs, use HEALTH CARE AND SUPPORT SERVICES - Program Management.

For meetings conducted by committees, use HEALTH CARE AND SUPPORT SERVICES - Committees.

Entry	Description of records	Disposal action
Class no. 16406	Records documenting the conduct and administration of meetings relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • agenda • notices of meetings • drafts • minutes. 	Destroy 2 years after last action

Planning

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

For the planning of audits, use HEALTH CARE AND SUPPORT SERVICES - Planning.

Entry	Description of records	Disposal action
Class no. 16407	Final versions of plans relating to the health care and support services function.	Destroy 2 years after last action
Class no. 16408	Working papers used to develop all plans relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • draft plans • reports documenting and analysing issues • comments. 	Destroy when reference ceases

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use BENEFITS - Eligibility Determination.

For complaints or compliments regarding health and support services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
Class no. 16409	Records documenting the development and establishment of significant health care and support services policies, where the policy has far-reaching social or economic implications. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • working papers • results of consultations • supporting reports • major drafts • final policy documents. 	Retain as national archives
Class no. 16410	Records documenting the development and establishment of minor policies relating to the health care and support services function that do not have far-reaching social or economic implications, such as routine administrative or state office policies. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • working papers • results of consultations • supporting reports • major drafts • final policy documents. 	Destroy 7 years after policy is superseded
Class no. 16411	Working papers documenting the development of policies relating to the health care and support services function. Includes minor drafts.	Destroy 2 years after policy is superseded

Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
Class no. 16412	Master set of the agency's manuals, handbooks, directives and instructions detailing procedures relating to the health care and support services function.	Destroy 7 years after procedures are superseded

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Procedures - Continued

Entry	Description of records	Disposal action
Class no. 16413	Records documenting the development of the agency's procedures relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • drafts • comments. 	Destroy when reference ceases

Program Management

The development, implementation and administration of programs and projects to achieve formulated objectives.

*For the management of programs designed to promote a healthy lifestyle, use **HEALTH CARE AND SUPPORT SERVICES - Health Promotions**.*

*For the funding of programs provided by external organisations, use **HEALTH CARE AND SUPPORT SERVICES - Grant Funding (outwards)**.*

Entry	Description of records	Disposal action
Class no. 16414	Records documenting the management of programs and projects relating to the health care and support services function, such as programs to assist veterans to continue living at home, outreach programs to provide support to those in non-urban or remote areas, and programs to improve or reduce the use of unnecessary medication by veterans. Excludes health promotion programs. Includes: <ul style="list-style-type: none"> • profiles and contact details of program participants • progress or periodic reports on the program/project • program/project schedules • notes on meetings with stakeholders. 	Destroy 7 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Provider Education

The activities associated with developing and providing education and information services to assist health care and service providers meet the health and support needs of the veteran community.

For the production and publication of information material, use AFDA PUBLICATION - Production.

Entry	Description of records	Disposal action
Class no. 16415	Master set of training material developed for provider education courses run by the agency. Includes: <ul style="list-style-type: none"> • programs • lecture notes • hand-outs • audiovisual presentations. 	Destroy when course is superseded or when course is no longer relevant
Class no. 16416	Records documenting the development of provider education and information products. Includes: <ul style="list-style-type: none"> • strategies • research material • consultations with stakeholders • draft product • comments • final product draft. 	Destroy 7 years after last action
Class no. 16417	Record documenting administrative arrangements supporting the conduct of provider education training. Includes: <ul style="list-style-type: none"> • venue bookings and catering • hire of equipment • training notices • arrangements for trainers • training evaluations • schedules • distribution lists • feedback. 	Destroy 3 years after last action

Registration

The activities associated with the process to register medical practitioners and health providers to provide ongoing health care to the eligible veteran community. Includes promotion of scheme and deregistration process.

For development of criteria for local medical officers and health provider registration, use HEALTH CARE AND SUPPORT SERVICES - Committees.

Entry	Description of records	Disposal action
Class no. 16418	Master registers of local medical officer (LMO) and allied health provider registrations.	Disposal not authorised

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use BENEFITS - Eligibility Determination.

For complaints or compliments regarding health and support services, use AFDA COMMUNITY RELATIONS - Public Reaction.

Registration - Continued

Entry	Description of records	Disposal action
Class no. 16419	Records documenting general administration of local medical officer and health provider registration. Includes: <ul style="list-style-type: none"> • requests for information • copies of registration criteria • advertising/promotion material • quality checking of promotional material. 	Destroy 3 years after last action
Class no. 16420	Records documenting the registration of local medical officers (LMOs) and allied health providers. Includes: <ul style="list-style-type: none"> • applications • supporting documentation • notifications • allocation of provider number. 	Destroy 3 years after contract expires or is terminated
Class no. 16421	Records documenting unsuccessful registration of local medical officers and allied health providers where registration is discontinued or fails to meet criteria. Includes: <ul style="list-style-type: none"> • applications • supporting documentation • summary of application • determination • notifications. 	Destroy 3 years after last action
Class no. 16422	Records documenting the deregistration of local medical officers or allied health providers. Includes: <ul style="list-style-type: none"> • referral of misconduct to registration committee • notifications or correspondence relating to deregistration • request to delete from register • investigation records. 	Destroy 3 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

For research reports, use HEALTH CARE AND SUPPORT SERVICES - Research.

For evaluation reports and recommendations, use HEALTH CARE AND SUPPORT SERVICES - Evaluation.

For contract evaluation reports, use HEALTH CARE AND SUPPORT SERVICES - Contracting-out.

For reports of reviews, use HEALTH CARE AND SUPPORT SERVICES - Reviewing.

For client medical and assessment reports, use HEALTH CARE AND SUPPORT SERVICES - Client Management.

For counselling debriefing reports, HEALTH CARE AND SUPPORT SERVICES - Counselling and Guidance.

For reports created during the provision of grants, use HEALTH CARE AND SUPPORT SERVICES - Grant Funding (outwards).

For client vocational rehabilitation reports HEALTH CARE AND SUPPORT SERVICES - Vocational Rehabilitation.

Entry	Description of records	Disposal action
Class no. 16423	Final versions of reports relating to the health care and support services function. <i>[For the publication of reports, use AFDA PUBLICATION - Production]</i>	Destroy 7 years after last action
Class no. 16424	Working papers documenting the development of reports relating to the health care and support services function. Includes: <ul style="list-style-type: none"> • draft reports • stakeholder feedback • information analysis reports • copies of reports. 	Destroy when reference ceases

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

*For research conducted during the development of policy, use **HEALTH CARE AND SUPPORT SERVICES - Policy**.*

Entry	Description of records	Disposal action
Class no. 16425	Final versions of significant research findings relating to the health care and support services function that substantially impact on policy or procedures, establishes eligibility for benefits or enhances the knowledge and understanding of health issues. Includes statistical reports.	Retain as national archives
Class no. 16426	Final versions of research findings relating to the health care and support services function that have a negligible impact on policy and procedures, do not establish eligibility for benefits and do not substantially enhance the knowledge and understanding of health issues. Includes statistical reports.	Destroy 10 years after last action
Class no. 16427	Working papers documenting the research process. Includes: <ul style="list-style-type: none"> • research information • data collection documentation, such as completed surveys and interviews • drafts. 	Destroy 10 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Reviewing

The activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems. Includes recommendations and advice resulting from these activities.

*For reviewing services provided by contracted providers, such as post payment reviews, use **HEALTH CARE AND SUPPORT SERVICES - Contracting-out**.*

*For pre implementation checks, use **HEALTH CARE AND SUPPORT SERVICES - Evaluation**.*

*For the review of agreements, use **HEALTH CARE AND SUPPORT SERVICES - Agreements**.*

*For the review of fee schedules, use **HEALTH CARE AND SUPPORT SERVICES - Fee Schedules**.*

*For the review of joint venture agreements, use **HEALTH CARE AND SUPPORT SERVICES - Joint Ventures**.*

Entry	Description of records	Disposal action
Class no. 16428	Records documenting significant reviews of the health care and support services function that result in major changes in direction or administration of programs or operations, or result in major changes to policies and procedures or have far reaching social or economic implications. Includes: <ul style="list-style-type: none"> • documents establishing the review • final report • action plan. 	Retain as national archives
Class no. 16429	Records documenting reviews of the health care and support services function that do not result in major changes in direction or administration of programs or operations, do not result in major changes to policies and procedures and do not have far reaching social or economic implications. Includes: <ul style="list-style-type: none"> • documents establishing the review • final report • action plan. 	Destroy 7 years after last action
Class no. 16430	Working papers documenting the review process. Includes: <ul style="list-style-type: none"> • drafts • comments • consultation notes. 	Destroy when reference ceases

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Standards

The process of implementing industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

Entry	Description of records	Disposal action
Class no. 16431	Records documenting the implementation of standards relating to the health care and support services function. Includes feedback contributions required by standard organisations.	Destroy 7 years after standard is superseded

Tendering

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

*For evaluation of products for inclusion on a register of preferred suppliers, use **HEALTH CARE AND SUPPORT SERVICES - Evaluation**.*

*For the acquisition of goods or services where a tendering process is not used, use **HEALTH CARE AND SUPPORT SERVICES - Acquisition**.*

*For all agreements and contracts resulting from tendering process, use **HEALTH CARE AND SUPPORT SERVICES - Agreements**.*

Entry	Description of records	Disposal action
Class no. 16432	Records documenting the development and issue of tender documentation. Includes: <ul style="list-style-type: none"> • statement of requirements • request for proposals • expressions of interest • request for tender • draft contract. 	Destroy 7 years after tender process completed
Class no. 16433	Records documenting the evaluation of tenders received against the selection criteria. Includes: <ul style="list-style-type: none"> • records documenting arrangements for carrying out evaluation process • evaluation reports • recommendations • final report • public notices. 	Destroy 7 years after tender process completed
Class no. 16434	Records documenting post-offer negotiations and due diligence checks.	Destroy 7 years after tender process completed
Class no. 16435	Tender and contract registers.	Destroy 7 years after last entry

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Tendering - Continued

Entry	Description of records	Disposal action
Class no. 16436	Records of unsuccessful tenders for hospital services. Includes: <ul style="list-style-type: none"> • submissions • notifications of outcome • reports on debriefing sessions. 	Destroy 7 years after the tender process completed
Class no. 16437	Records of unsuccessful tenders, or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Excludes tenders for hospital services. Includes: <ul style="list-style-type: none"> • submissions • notification of outcome • reports on debriefing sessions. 	Destroy 2 years after the tender process completed or decision made not to continue with the tender

Transport Arrangements

The activities associated with managing reimbursement or arrangements for transport, accommodation and meals for the eligible veteran community to access health and hospital services.

*For determining eligibility for benefits, use **BENEFITS - ELIGIBILITY DETERMINATION**.*

Entry	Description of records	Disposal action
Class no. 16438	Records maintained in the reimbursement claims processing system documenting the calculation and payment of claims.	Destroy 7 years after last action
Class no. 16439	Records maintained on the transport booking system documenting the booking of transport for veterans and their dependents to visit health care providers. Includes airline, taxi and hire car bookings.	Destroy 2 years after last action
Class no. 16440	Source records documenting claims for reimbursement for transport and accommodation expenses incurred by veterans and their dependents attending health care services. Includes: <ul style="list-style-type: none"> • receipts • claim and application forms. 	Destroy 27 months after details have been entered onto reimbursement claims processing system
Class no. 16441	Source records documenting the booking of transport for veterans and their dependents to visit health care providers.	Destroy 6 months after details have been entered onto transport booking system

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Treatment (hospital)

The activities associated with documenting individual treatment of veterans and dependants at health care facilities managed by the agency or its agents.

*For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.*

*For medical treatment of veterans and dependants, use **HEALTH CARE AND SUPPORT SERVICES - Treatment (medical)**.*

*For medical treatment of staff and civilians at health care facilities managed by the agency or its agents, use **HOSPITAL ADMINISTRATION - Treatment (civilians)**.*

Entry	Description of records	Disposal action
Class no. 16443	Hospital records documenting the treatment of veterans. 1901-1997 <i>[For medical treatment records for veterans, use HEALTH CARE AND SUPPORT SERVICES - Treatment (medical). For hospital records created prior to 1932 documenting the treatment of Boer War veterans, use VETERANS' AFFAIRS (BOER WAR) - Operational and Administrative Records.]</i>	Disposal not authorised
Class no. 16444	Hospital records documenting the treatment of dependants of veterans. 1901-1997 <i>[For medical treatment records for dependants of veterans, use HEALTH CARE AND SUPPORT SERVICES - Treatment (medical).]</i>	Disposal not authorised

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Treatment (medical)

The activities associated with the medical treatment of veterans and their dependants and maintaining medical records for each patient. Includes patient's medical history, treatment, continuation notes, letters received from consultants, hospital and all pathology and x-ray reports.

*For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.*

*For counselling services provided to veterans and their dependants, use **HEALTH CARE AND SUPPORT SERVICES - Counselling and Guidance**.*

*For documentation of the treatment of veterans or dependants at health care facilities managed by the agency or its agents, use **HEALTH CARE AND SUPPORT SERVICES - Treatment (hospital)**.*

*For medical treatment of staff and civilians at health care facilities managed by the agency or its agents, use **HOSPITAL ADMINISTRATION - Treatment (civilians)**.*

Entry	Description of records	Disposal action
Class no. 16446	Records documenting medical treatment of individual veterans or their dependants. <i>[For hospital records documenting treatment of veterans and dependants at health care facilities managed by the agency or its agents, use HEALTH CARE AND SUPPORT SERVICES - Treatment (hospital). For records created prior to 1932 documenting the medical treatment of Boer War veterans, use VETERANS' AFFAIRS (BOER WAR) - Operational and Administrative Records.]</i>	Disposal not authorised
Class no. 16447	Records documenting individual treatment by home nursing providers.	Destroy 5 years after last action

HEALTH CARE AND SUPPORT SERVICES

The function of providing the eligible veteran community with access to health and support services that promote and maintain self-sufficiency, well-being and quality of life. Includes acquisition of services through arrangements with health care providers and the contract management of those arrangements. Also includes research, grant funding for the provision of activities to help the veteran community remain healthy and independent, providing vocational rehabilitation programs to assist veterans to continue in, or find, employment, promoting health lifestyle awareness, providing education services to assist service providers meet the needs of the veteran community and the management of transport arrangements for the veteran community to access health and hospital services.

For determining eligibility for benefits, use **BENEFITS - Eligibility Determination**.

For complaints or compliments regarding health and support services, use **AFDA COMMUNITY RELATIONS - Public Reaction**.

Vocational Rehabilitation

The activities associated with providing vocational services to eligible veterans and their dependents. Includes assistance in obtaining relevant skills and suitable employment.

*For contracts with case managers to provide vocational rehabilitation services, use **HEALTH CARE AND SUPPORT SERVICES - Agreements**.*

*For determining eligibility for benefits, use **BENEFITS - ELIGIBILITY DETERMINATION**.*

Entry	Description of records	Disposal action
Class no. 16448	Master record documenting exit survey responses from participants in vocational service programs.	Destroy 7 years after cessation of scheme
	<i>[For disposal of source records documenting exit survey responses, use General Disposal Authority for source records that have been copied, converted or migrated.]</i>	
Class no. 16449	Records documenting vocational services provided to eligible veterans and dependents, including services provided under vocational rehabilitation programs. Includes: <ul style="list-style-type: none"> • application • supporting documentation • clinical assessment • work program • routine correspondence • reports • client activity record. 	Destroy 7 years after last action
Class no. 16450	Records documenting applications for vocational services that were not successful.	Destroy 2 years after last action

HOSPITAL ADMINISTRATION

The function of managing a hospital. Includes documenting treatment of patients who are not veterans or dependants of veterans, recording summary information regarding patients, diseases, operations and deaths, agreements and documents concerning the transfer of hospital administration to or from other agencies or organisations, research, and accreditation of hospitals according to recognised standards.

Advice

The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.

Entry	Description of records	Disposal action
Class no. 17750	Records documenting the provision of advice relating to the hospital administration function. 1915-1997	Destroy 10 years after last action

Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

Entry	Description of records	Disposal action
Class no. 16453	Records documenting the establishment, negotiation, maintenance and review of agreements relating to the transfer of hospitals to other agencies or organisations. 1915-1997	Retain as national archives
Class no. 16454	Records documenting the establishment, negotiation, maintenance and review of agreements relating to the hospital administration function, such as hospital services agreements, agreements between hospitals and agreements relating to hospital treatment of overseas veterans. Excludes agreements relating to the transfer of hospitals. 1915-1997	Destroy 10 years after expiry or termination of agreement

HOSPITAL ADMINISTRATION

The function of managing a hospital. Includes documenting treatment of patients who are not veterans or dependants of veterans, recording summary information regarding patients, diseases, operations and deaths, agreements and documents concerning the transfer of hospital administration to or from other agencies or organisations, research, and accreditation of hospitals according to recognised standards.

Committees

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

Entry	Description of records	Disposal action
Class no. 16455	Records documenting high-level committees with overall responsibility for making or advising on major decisions regarding the agency's health care facilities or formed to examine specific issues involving operational matters relating to the hospital administration function. Includes advisory committees and hospital performance monitoring committees. Includes: <ul style="list-style-type: none"> • document establishing the committee • final versions of minutes • reports • recommendations • supporting papers such as briefing papers and discussion papers • working papers such as drafts, notices of meetings and agenda. 1915-1997	Retain as national archives
Class no. 16456	Records documenting other internal committees formed to consider routine matters relating to the hospital administration function. Includes: <ul style="list-style-type: none"> • document establishing the committee • final versions of minutes. • reports • recommendations • supporting papers such as briefing papers and discussion papers • working papers such as drafts, notice of meetings and agenda. 1915-1997	Destroy 10 years after last action

Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Entry	Description of records	Disposal action
Class no. 16457	Records documenting the agency's compliance with accreditation standards applied to health care facilities by regulatory bodies. 1915-1997	Destroy 10 years after last action

HOSPITAL ADMINISTRATION

The function of managing a hospital. Includes documenting treatment of patients who are not veterans or dependants of veterans, recording summary information regarding patients, diseases, operations and deaths, agreements and documents concerning the transfer of hospital administration to or from other agencies or organisations, research, and accreditation of hospitals according to recognised standards.

Diagnostics

The activities associated with recording the diagnosis of illness or other problems through the use of tests performed on people or body specimens, such as imaging or pathology services.

Entry	Description of records	Disposal action
Class no. 16458	Records documenting diagnostic tests performed on people or body specimens. Includes: <ul style="list-style-type: none"> • x-rays and associated records such as master cards • electro-cardiogram tracings • biopsy blocks • haematology slides, registers and reports • microbiology slides, registers and reports, including positive TB slides/cultures, positive venereal serology, positive Australia antigen. 	Destroy 20 years after last action
	1915-1997	

Integration

The activities associated in transferring responsibility for hospital administration from one agency or organisation to another.

Entry	Description of records	Disposal action
Class no. 16459	Records documenting the transfer of administration of health care facilities from one agency to another agency or organisation.	Retain as national archives
	1915-1997	

Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
Class no. 16460	Records documenting the development and establishment of policies relating to the hospital administration function. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • results of consultations • supporting reports • major drafts • final policy documents. 	Retain as national archives
	1915-1997	

HOSPITAL ADMINISTRATION

The function of managing a hospital. Includes documenting treatment of patients who are not veterans or dependants of veterans, recording summary information regarding patients, diseases, operations and deaths, agreements and documents concerning the transfer of hospital administration to or from other agencies or organisations, research, and accreditation of hospitals according to recognised standards.

Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
Class no. 16461	Master set of agency procedure manuals, handbooks, directives and guidelines relating to the hospital administration function. 1915-1997	Retain as national archives

Registration (hospital)

The process of registering or recording summary information regarding patients, treatment, diseases and deaths, in accordance with agreed standards and procedures.

For documenting individual civilian patient treatment, use HOSPITAL ADMINISTRATION - Treatment (civilians).

For medical treatment of veterans and dependants, use HEALTH CARE AND SUPPORT SERVICES - Treatment (medical).

For documentation of the treatment of veterans or dependants at health care facilities managed by the agency or its agents, use HEALTH CARE AND SUPPORT SERVICES - Treatment (hospital).

Entry	Description of records	Disposal action
Class no. 16462	Registers, cards and indexes recording summary information regarding patients, treatment, diseases and deaths, relating to the hospital administration function. Includes: <ul style="list-style-type: none"> • admission and discharge registers • authority and record cards • bone marrow transplant registers • cancer registers • disease and operation index • operation registers • mortuary and death registers • patient master index • tuberculosis registers. 1915-1997	Retain as national archives

HOSPITAL ADMINISTRATION

The function of managing a hospital. Includes documenting treatment of patients who are not veterans or dependants of veterans, recording summary information regarding patients, diseases, operations and deaths, agreements and documents concerning the transfer of hospital administration to or from other agencies or organisations, research, and accreditation of hospitals according to recognised standards.

Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

For research reports, use HOSPITAL ADMINISTRATION - Research.

Entry	Description of records	Disposal action
Class no. 16463	Final versions of significant reports relating to the hospital administration function such as autopsy reports and ward nurse report books, that have impacted on policies or procedures, or provide historical or research information regarding patients. 1915-1997	Retain as national archives
Class no. 16464	Final versions of reports relating to the hospital administration function that have not impacted on policies or procedures and do not provide historical or research information regarding patients. 1915-1997	Destroy 10 years after last action

Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

Entry	Description of records	Disposal action
Class no. 16465	Records documenting medical research carried out at hospitals operated by the agency that has enhanced the knowledge of the medical fraternity or created major changes in the treatment of conditions or diseases. Includes: <ul style="list-style-type: none"> • data analysis • clinical trial notes • surveys • research findings and reports. 1915-1997	Retain as national archives
Class no. 16466	Records documenting medical research carried out at hospitals operated by the agency that has had a negligible impact on the knowledge of the medical fraternity and did not result in major changes in treatment. Includes: <ul style="list-style-type: none"> • data analysis • surveys • research findings and reports. 1915-1997	Destroy 10 years after last action.

HOSPITAL ADMINISTRATION

The function of managing a hospital. Includes documenting treatment of patients who are not veterans or dependants of veterans, recording summary information regarding patients, diseases, operations and deaths, agreements and documents concerning the transfer of hospital administration to or from other agencies or organisations, research, and accreditation of hospitals according to recognised standards.

Reviewing

The activities involved in re-evaluating or re-examining products, processes, procedures, standards and systems. Includes recommendations and advice resulting from these activities.

Entry	Description of records	Disposal action
Class no. 16467	Records documenting reviews of products, processes, procedures, systems and programs relating to the hospital administration function. 1915-1997	Destroy 10 years after last action

Treatment (civilians)

The activities associated with documenting individual patient treatment at health care facilities managed by the agency or its agents. Includes the treatment of civilians, staff and members of the defence forces who have not lodged an application with the department for benefits.

For documentation of the treatment of veterans or dependants at health care facilities managed by the agency or its agents, use HEALTH CARE AND SUPPORT SERVICES - Treatment (hospital).

Entry	Description of records	Disposal action
Class no. 16468	Patient treatment records for staff of repatriation hospitals injured during the course of their work. 1915-1997	Destroy 75 years after date of birth of employee or 7 years after last action whichever is later
Class no. 16469	Patient treatment records for civilians. Includes defence service personnel who have not lodged a claim with the department for benefits. Excludes repatriation hospital staff injured during the course of their work. 1915-1997	Destroy 15 years after last action or in the case of minors, 15 years after minor turns 18

PROSTHETICS SERVICES

The function of providing artificial limbs and appliances to eligible ex-service personnel and certain categories of civilian amputees. Includes conducting research into the manufacturing and design of artificial limbs and appliances.

Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
Class no. 16470	Records documenting the development and establishment of policies relating to the prosthetics services function. Includes: <ul style="list-style-type: none"> • policy proposals • research papers • results of consultations • supporting reports • major drafts • final policy documents. 1915-1997	Retain as national archives

Prosthetics Provision

The activities associated with the application for, and design, manufacturing, fitting, issue and alteration of, artificial limbs and appliances.

Entry	Description of records	Disposal action
Class no. 16471	Indexes and registers to Repatriation Artificial Limb and Appliance Centre patient files. Includes entitlement and record cards. 1915-1997	Retain as national archives
Class no. 16472	Clinical records for veterans who were patients of the Repatriation Artificial Limb and Appliance Centre and were supplied with artificial limbs or appliances that were regarded as innovative, experimental or unusual. 1915-1997	Retain as national archives
Class no. 16473	Clinical records for civilian patients of the Repatriation Artificial Limb and Appliance Centre who were supplied with artificial limbs or appliances that were regarded as innovative, experimental or unusual. 1915-1997	Retain as national archives
Class no. 16474	Clinical records for veterans who were patients of the Repatriation Artificial Limb and Appliance Centre and were supplied with artificial limbs or appliances that were not regarded as innovative, experimental or unusual. 1915-1997	Disposal not authorised
Class no. 16475	Clinical records for civilian patients of the Repatriation Artificial Limb and Appliance Centre who were supplied with artificial limbs or appliances that were not regarded as innovative, experimental or unusual. 1915-1997	Destroy 10 years after last action

PROSTHETICS SERVICES

The function of providing artificial limbs and appliances to eligible ex-service personnel and certain categories of civilian amputees. Includes conducting research into the manufacturing and design of artificial limbs and appliances.

Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

Entry	Description of records	Disposal action
Class no. 16476	Records documenting significant research activities relating to the prosthetics services function that impacts on policy or procedures, or substantially enhances the knowledge and understanding of prosthetics issues. Includes: <ul style="list-style-type: none">• data analysis• research findings and reports. 1915-1997	Retain as national archives
